

IN THE CLAIMS

Please amend the claims as indicated by the amended claim set below.

1. (Previously presented) A method of updating database records in a mobile communication network, the method comprising:

determining whether a user has modified configuration data stored in a memory of a mobile device by comparing one or more values entered by the user with the configuration data, wherein the values are entered by the user through interaction with one or more configuration means of a user interface of the mobile device; and

transmitting the configuration data to a server system for updating respective records of a database in the mobile communication network, in response to determining that the configuration data has been modified by the user,

wherein the configuration data comprises at least one of an access point name (APN), a web gateway internet protocol (IP) address, a short messaging service center (SMSC), system identification code (SID) and communication environment dependent information.

2. (Original) The method of claim 1, further comprising:
transmitting the configuration data to the server system in real time.

3. (Previously presented) The method of claim 1, further comprising:
transmitting the configuration data to the server system within a predetermined time period, when it is determined that the configuration data is modified in the mobile device.

4-6. (Cancelled)

7. (Previously presented) The method of claim 25, further comprising:
wherein the configuration data is corrected automatically by the mobile device or service system or in conjunction with a human operator, in response to determining the configuration data is outside the range of values.

8. (Previously presented) The method of claim 7, wherein the configuration data is re-

entered or restored to default or previous values.

9-10. (cancelled)

11. (Previously presented) A system of updating database records in a mobile communication network, the system comprising:

a comparator for determining whether a user has modified configuration data stored in a memory of a mobile device by comparing one or more values entered by the user with the configuration data, wherein the values are entered by the user through interaction with one or more configuration menus of a user interface of the mobile device; and

a transmitter for transmitting the configuration data to a server system for updating respective records of a database in the mobile communication network, in response to determining that the configuration data has been modified by the user,

wherein the configuration data comprises at least one of an access point name (APN), a web gateway internet protocol (IP) address, a short messaging service center (SMSC), system identification code (SID) and communication environment dependent information.

12. (Original) The system of claim 11, wherein the transmitter transmits the configuration data to the server system in real time.

13. (Previously presented) The system of claim 11, wherein the transmitter transmits the configuration data to the server system within a predetermined time period, when it is determined that the configuration data is modified in the mobile device.

14-23. (Cancelled)

24. (Cancelled)

25. (Previously presented) The method of claim 1, wherein the configuration data is compared with the respective records of the database for consistency,

wherein the configuration data is compared to a range of values to determine whether the configuration data transmitted to the server system is valid, in response to determining that the respective records of the database are inconsistent with the configuration data,

wherein an alert is generated, in response to determining that the configuration data is outside the range of values, and

wherein the database is updated by replacing at least one record in the database based on the configuration data, such that the configuration data is made available to a service representative for trouble shooting purposes.

26. (New) A method of providing assistance to
receiving at a support center configuration data from mobile devices;
storing the received configuration data in a database of mobile device configuration data;

receiving at the support center, a telephone call from a user of a mobile device, after the received configuration data is stored in the database;

accessing the configuration settings of the mobile device in the database responsive to receiving the telephone call; and

servicing the user of the mobile device by the support center, using the configuration settings of the mobile device in the database.